



**MINISTRY OF TOURISM
REPUBLIC OF SOUTH AFRICA**

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NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY:

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“Mr J Vos (DA) to ask the Minister of Tourism:

Have any steps been taken to appoint a tourism ombudsman in terms of the Tourism Act, Act 3 of 2013; if not, (a) why not and (b) when will a tourism ombudsman be appointed; if so, what steps have been taken?”

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REPLY:

- (a) The Act does not make provision for the appointment of a tourism ombudsman. However, the department has taken steps to appoint an official to manage the directorate responsible for tourism complaints.
- (b) The recruitment process to appoint an official has been concluded and a letter of appointment has been issued to the successful candidate.